

National Aeronautics and Space Administration
Headquarters
Washington, DC 20546-0001



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Reply to Attn of: Office of the Chief Information Officer

TO: Distribution

FROM: Chief Information Officer (Acting)

SUBJECT: Security and Support Policy for Smartphones

Due to the increasing use of smartphones in the NASA workplace, I am issuing this memorandum to emphasize the security and support requirements for these types of devices. For clarification, a smartphone is any handheld device, such as a personal digital assistant (PDA), that integrates personal information management and mobile phone capabilities, provides e-mail and web services, and has the ability to execute applications.

In response to Mission Focus Review Item 7, a decision was made in August 2007 that all cell phones and PDA's at NASA shall be provided by the Agency-wide end user services provider, which is currently the Outsourcing Desktop Initiative for NASA (ODIN). A key rationale for this decision was that protecting information on smartphones requires controlled configuration settings, central management, enforcement of password policies, the ability to encrypt and decrypt information, and other capabilities which mitigate potential loss or compromise of information.


As of this writing, the following smartphone options¹ are available via ODIN:

1. BlackBerry operating system;
2. Windows Mobile operating system;
3. Palm operating system; or,
4. iPhone operating system.

NASA employees entrusted with safeguarding sensitive information, and Sensitive But Unclassified information, should use a smartphone offering with encryption capability. Currently, the only ODIN provided smartphone that meets the NASA encryption requirement is the BlackBerry. Regardless of the device (smartphone, desktop, etc.) employees should be mindful of their responsibilities to protect information in accordance with NASA's policies.

¹ Consult the ODIN catalog or your ODIN representative for more details and current offerings.

We will continue to analyze smartphone technologies, in particular with respect to security capabilities that meet Office of Management and Budget, National Institute of Standards and Technology, and other Federal requirements and guidelines. Please direct questions about end user services to john.sprague@nasa.gov or 202-358-1334.



Bobby L. German

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